



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

WENDY L. WATANABE
CHIEF DEPUTY

July 5, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – M & R GROUP HOMES, INCORPORATED – WALNUT AND M & R MOTIVATIONAL CENTER GROUP HOMES**

We have completed a review of Walnut and M & R Motivational Center Group Homes (Group Home or Agency) operated by M & R Group Homes Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Walnut and M & R Motivational Center Group Homes are each six-bed facilities, which provide care for children ages 12-18 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Walnut Group Home was providing services for six DCFS girls. M & R Motivational Center Group Home was providing services for six DCFS boys.

Walnut and M & R Motivational Center Group Homes are located in the Fifth District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program

"To Enrich Lives Through Effective and Caring Service"

Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

Both Group Homes need to develop Needs and Services Plans that are comprehensive and provide children with the required minimum weekly allowance.

M & R Motivational Center Group Home needs to provide children with daily living, self-help and survival skills, provide children with appropriate supervision and train and monitor staff to treat children with respect and dignity. The Group Home also needs to provide children with sufficient quantities of food.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:asl

Attachments

c: David E. Janssen, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Mary P. Robinson, Executive Director, M & R Group Homes
Public Information Office
Audit Committee

**M & R Group Home
Walnut Group Home
511 Avenida Alipaz
Walnut, California 91789
Phone: (909) 595-9610
License Number: (909) 595-9610
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Walnut Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement. The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current. However, the NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

1. M & R Group Home management develop comprehensive NSPs that are specific, attainable, realistic, time limited, and include short and long term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights**Method of assessment – Interviews with children****Sample size: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and

receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

- 2. M & R Group Home management provide children with the required minimum weekly allowance.**

**M & R Group Home
M & R Motivational Center Group Home
8 Deer Creek Road
Phillips Ranch, California 91766
Phone: (909) 595-9610
License Number: 197804346
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

M & R Motivational Center Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current. However, the NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

1. M & R Group Home management develop comprehensive NSPs that are specific, attainable, realistic, time limited, and include short and long term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. However, the Group Home's program does not include the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

2. M & R Group Home management provide children with daily living, self-help, and survival skills.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home. However, children report that staff does not provide appropriate supervision. Children also express an overall lack of satisfaction with the quality of their interactions with staff and report that some of the staff yell at them and use profanity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children are dissatisfied with meals and snacks. Children report that sometimes the portions are small and seconds are not always available.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

3. M & R Group Home management:

- a. Provide children with appropriate supervision at all times.**
- b. Train staff to treat children with respect and dignity at all times and monitor their interactions.**
- c. Provide children with sufficient quantities of food.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

- 4. M & R Group Home management provide children with the required minimum weekly allowance.**

**M & R GROUP HOMES, INC.
511 AVENIDA ALIPAZ
WALNUT, CA. 91789
909-595-9610**

MAY 18, 2007

County of Los Angeles
Department of Auditor Controller
500 W. Temple Street Room 515-A
Los Angeles, Ca. 90012

Attn: Candace Rhue, Group Home Audit Supervisor

CORRECTIVE ACTION PLAN (M & R Group Home)

11. Program Services

M & R Group Home management team along with the therapist has developed comprehensive NSP's that are specific, attainable, realistic, time limited, and includes short and long-term goals. The company Administrator will ensure that all Needs and Service Plans include this information on a permanent basis.

V11. Clothing and Allowances

M & R Group Home management provides children with the required minimum weekly allowances. We changed the allowance from \$5.00 to \$20.00 per week to \$7.00 to \$20.00 per week. The Administrator will ensure that the correct amount is issued weekly.

Thank you for your observations in these areas and M & R will continue to provide best services possible for our children.

Sincerely,


Mary P. Robinson
Executive Director

**M & R GROUP HOMES, INC.
M & R MOTIVATIONAL CENTER
8 DEER CREEK ROAD
PHILLIPS RANCH, CA. 91766**

May 18, 2007

County of Los Angeles
Department of Auditor Controller
500 W. Temple St. Room 515-A
Los Angeles, Ca. 90012

Attn: Candace Rhue, Group Home Audit Supervisor

CORRECTIVE ACTION PLAN (M & R Motivational Center)

11. Program Services

M & R Group Home management developed a comprehensive NSP's that are specific, attainable, realistic, time limited, and includes short and long- term goals. The Administrator will ensure that this is done on a permanent basis.

V1. Personal Rights

3a. Provide children with appropriate supervision

We will ensure that all children are provided with appropriate supervision. The Administrator will monitor the staff and ensure that appropriate supervision is provided at all times.

3b. Train and monitor staff to treat children with respect and dignity.

M & R Group Home management trains staff every two-weeks. We stress the proper treatment of the children. We have developed a program called **ADOPT A CHILD**. Every child-care worker has adopted one of the clients placed with M & R. They are to work closely with this child to improve behavior and other problems. This program enables the staff to care and respect the children. They have been taught to treat each child with dignity. The administrator will ensure that all staff treat each child with dignity and respect on a permanent basis.

3c. Provide children with sufficient quantities of food.

M & R management advised the Facility Manager to have her staff to prepare more food for the children in the facility because we have some big eaters. She advised management that she was having staff prepare more but it was all served in one serving

as oppose to being left for seconds. We are preparing a large portion of food and is serving it in the manner it should be served, such as chicken as oppose to serving 4 pieces initially, 2 pieces is being served and the other 2 is left for seconds. The administrator will ensure that sufficient quantities of food will be served at all times.

V11. Clothing & Allowances

4. M & R Group Home Management provides children with the required minimum weekly allowance. We changed allowance from \$5.00 to \$20.00 per week to \$7.00 to \$20.00 per week. The administrator will ensure that the correct amount is issued weekly.

Thank you for your observances in these areas. We will continue to provide the best services possible for our children.

Sincerely,

A handwritten signature in cursive script, appearing to read "Mary P. Robinson".

Mary P. Robinson
Executive Director